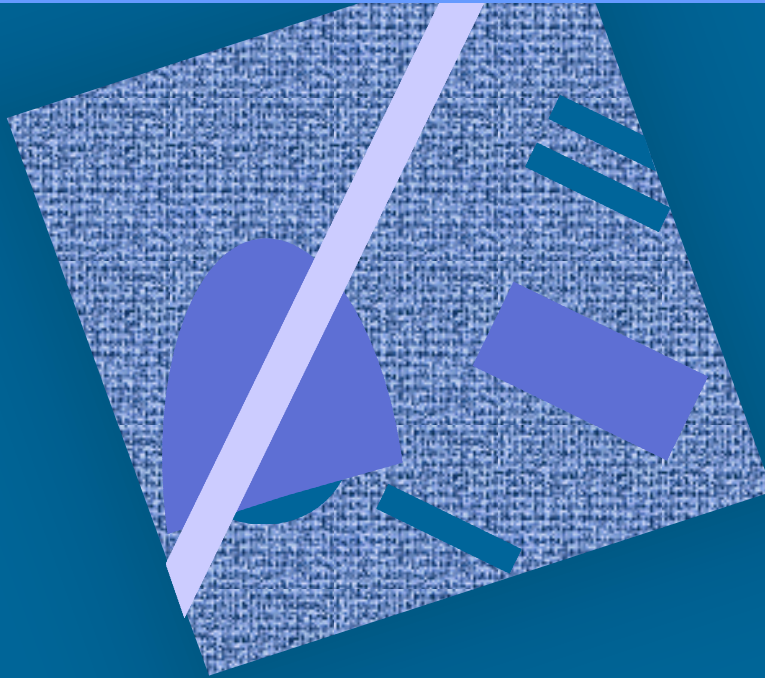


Communication Meeting



Laboratory
Services
Section

January 25, 2002

Agenda

- Welcome
- FY01 Achievement Highlights
- Mission, Vision, Strategy and Goals
- FY02 Goal Highlights
- Safety Results and Highlights
- Questions and Answers
- New Employees
- Iron Person Awards
- Anniversary Recognition

FY01 Achievement Highlights

- Worked with DOE to prepare and produce a revised Appendix A for the new contract
- Participated in Administrative Peer Review
- Performance measure ratings (not approved yet by DOE)
 - 4 outstanding; 1 excellent; 1 good
- Met budget guidelines
- 331 days without a lost work day case

Achievement Highlights

- Conducted domestic water service project throughout the Village
- Renovated 4 buildings including completion of 14 Neuqua

14 Neuqua



Achievement Highlights

- New construction of 7 driveways in the Village
- Completed construction of new bathroom at the day care center

New Bathroom



Achievement Highlights

- Completed upstairs portion of cafeteria renovation

Kitchen



Achievement Highlights

- More than 2,000 people attended the Lederman Science Center Open House.
- Increased participation in Quarknet, an online teacher to teacher resource
- A record number of students did research in the prairie

Achievement Highlights

- Participated in the Super Computing 2001 Conference demonstrating our streaming video collection
- Developed searchable database for streaming inventory
- Developed website for travel including online capability for fare estimates and itinerary creation

Achievement Highlights

- Designed, edited and published on the web, CD-ROM and paper format the 2001 Particle Accelerator Conference proceedings which included 1402 papers
- Presented a paper on templates at the 2001 Joint Accelerator Conference Website meeting

Achievement Highlights

- Started document preservation and digitization project in the Library for collections dated back to 1967
- Quality project conducted which ensured that all Fermilab legacy preprints, conference reports, technical memos and physics notes were cataloged and available online
- Streamlined the document processing procedures through automation

Achievement Highlights

- Offered new training courses including the Effective Manager, Positive Employee Relations, Project Management and Business Writing
- Launched Training and Development Website
- Conducted and analyzed a lab wide training needs assessment

Achievement Highlights

- Implemented an Employee Referral Program
- Achieved annual offer acceptance rate average of 91%
- Increased diversity outreach through convention attendance and partnership with primarily Hispanic technical university
- Established summer mentor program for GEM fellows

Achievement Highlights

- Completed new performance appraisal and annual review systems
- Negotiated two union contracts
- Significantly upgraded anniversary awards program

Achievement Highlights

- Completed Benefits Value Study
- Completed first benefits cost study
- Wrote successful self-assessment for DOE
- Conducted customer satisfaction survey—96% of returns rated office as excellent or good

Achievement Highlights

- Re-evaluated more than 20% of all Lab job descriptions
- Annual comprehensive survey comparing lab to market competition was prepared, presented and accepted by DOE
- Increased number of immigrant residencies done in-house
- Successful system tests on payroll upgrades and changes

Mission

The mission of Laboratory Services Section is to provide vital services to 2,200 Laboratory employees and 2,160 users in support of the Laboratory's research mission; improve the nation's science education through teacher, student and public programs; and serve the scientific community worldwide through publications and visual images.



Vision

Laboratory Services Section will be regarded by the broader Laboratory community as an effective, accessible organization of knowledgeable, competent professionals.

Strategy

Our vision will be obtained by

- Understanding customer needs and tailoring services to those needs
- Improving customer communication and training
- Networking and identifying best practices
- Effectively using benchmarking and technology
- Continuous process evaluation and improvement
- Cost-effective management

FY02 Goal Highlights

- Meet or exceed all performance measures for our section in the DOE Performance Contract and Balanced Scorecard
- Establish and meet or exceed goals within individual departments that support the Laboratory Services strategy

FY02 Goal Highlights

- Perform an annual self-assessment focused on process improvement. Implement FY01 DOE self-assessment action plans.
- Work safely and healthfully. Aim for no more than 4 reportable cases and 0 lost work day cases in FY02.

FY02 Goal Highlights

- Continue progress towards Village building renovations
- Complete renovation of new day care classroom
- Complete and coordinate reconstruction and installation of new equipment for the ground floor kitchen in Wilson Hall

Ground Floor Kitchen



FY02 Goal Highlights

- Meet or beat goal of 165 average days to hire and \$2,800 cost per hire
- Write and post on Web job posting procedure guidelines
- Complete program and train technical staff in interviewing techniques

FY02 Goal Highlights

- Design and launch EO/Counseling website
- Develop at least five new local sources for female, minority and candidates with disabilities to increase our flow of diversity candidates
- Manage OFFCP audit

FY02 Goal Highlights

- Train all employees in new performance appraisal and salary review systems
- Publish and distribute revised employee handbook
- Revise Personnel Policy Guide
- Negotiate 2 union contracts

FY02 Goal Highlights

- Automate CIGNA medical and dental eligibility process
- Implement new benefits plans including short-term disability
- Market benefit insurance plans to check quality and costs

FY02 Goal Highlights

- Review at least 20% of all job descriptions
- Develop new mechanics for salary review process
- Develop and implement new tracking and control system for increased use of J-1 visas
- Implement PeopleSoft 8 and explore options for adding a self-serve personal information system

FY02 Goal Highlights

- Establish a Training and Development Advisory Committee
- Evaluate and purchase effective online training courses
- Continue training needs assessment through div/sec and departmental interviews

FY02 Goal Highlights

- Assess current trends in science education as they apply to Fermilab programs
- Update three or more sections of the Education website
- Conduct a two-year review to measure Fermilab education programs against national science education standards

FY02 Goal Highlights

- Continue to evaluate and implement improvement in Travel ticketing and reservation procedures
- Develop a 5-year plan that evaluates VMS services offered and technology utilization
- Develop a long-range plan for video streaming

FY02 Goal Highlights

- Improve access to materials through installation of new online catalog software
- Improve access to library collection through rearrangement of furniture and materials and creation of new signage
- Conduct a library services analysis and evaluation

2001 Cases

Feb	Repetitive Motion – Books	Hand/Arm
Mar	Fall to Ground	Wrist/Knee
Mar	Burn	Arm
Apr	Burn	Arm
June	Repetitive Motion – Computer	Wrist
June	Repetitive Motion – Books	Hip
Aug	Struck By	Knee
Aug	Strain	Back
Oct	Repetitive Motion – Computer	Wrist
Dec	Repetitive Motion – Books	Hand/Arm

2001 Injury and Illness Data

	<u>LWDC</u>	<u>TRC</u>
Fermilab (incl. Contractors)	1.76	3.95
Fermilab (w/o Contractors)	1.01	2.93
Lab Services Section	1.06	5.31

of days since last LWDC - 331

2001 Injury and Illness Data

	<u>LWDC</u>	<u>TRC</u>
Beams	0.79 (4)	2.95 (15)
Business Services	1.55 (2)	3.10 (4)
Computing	0.42 (1)	0.84 (2)
ES&H	1.24 (1)	1.24 (1)
FESS	2.25 (3)	8.25 (11)
Lab Services	1.06 (1)	5.31 (5)
PPD	1.29 (7)	2.39 (13)
Technical	0.45 (1)	3.16 (7)
<i>Fermilab</i>		
(w/o Contractors)	1.01 (20)	2.93 (58)
<i>Fermilab</i>		
(incl. Contractors)	1.76 (41)	3.95 (92)

Tripartites

LSS, ESH, DOE

- Monthly walkthrough inspections
 - 176 action items
- Material handling tripartite
 - Led by LSS
 - Focused on lifting, shifting, moving
 - Many action items (Respond by 1/31)

Welcome to the Team

- Accommodations
 - Amy Bales
- Benefits
 - Scott Lindsey and Lucy Ontiveros
- Employment
 - Jeff Artel
- Human Resource Services
 - Theresa Arends and Kathi Luedemann
- Information Resources
 - Kathryn Duerr and Sandra Lee

Iron Person Recognition

- Accommodations
 - Cheryl Bentham
- Visual Media Services
 - Karen Seifrid

10-Year Service Recognition 2001

Jim Shultz, Visual Media Services

LaMargo Gill, Education

Kay Campbell, Benefits

Jackie Cyko, Accommodations

Cindy Kane, Day Care

10-Year Service Recognition 2002

Cindy Arnold, Visual Media Service

Shelley Krivich, Employment

Rob Atkinson, Information Resources

Jeannelle Smith, Employee Relations

Larry Thompson, Training and Development

Bernie Dugan, Equal Opportunity and Counseling

25-Year Service Recognition 2002

Pam Fox - Accommodations

Roy Thatcher – Training and Development

Pat Sorensen – Users Office

Linda Olsen-Roach - Accommodations



30-Year Service Recognition 2002

Nancy Penson – Travel Office